

VIRGINIA Relay Service

November, 2001

Commendations

TTY November 2, 2001

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice November 5, 2001

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY November 12, 2001

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice November 19, 2001

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice November 21, 2001

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY November 23, 2001

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice November 28, 2001

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Complaints

TTY November 1, 2001

The customer complained because they were billed for local relay calls.

Category: Billing Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Investigated the bill, and credited the customer's account for the calls that were billed incorrectly.

Contact Closed: November 14, 2001

TTY November 6, 2001

The customer complained he had to wait 15 minutes for a CA.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Explained that call volumes were higher than expected, and thanked him for his feedback.

Contact Closed: November 13, 2001

TTY November 6, 2001

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer. Explained that call volumes may have been higher than expected for that time of day.

Contact Closed: November 6, 2001

TTY November 12, 2001

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: November 12, 2001

TTY November 14, 2001

The customer complained he was billed for local relay calls.

Category: Billing Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer he would need to have his LEC call us to confirm the calls are local.

Contact Closed: November 16, 2001

TTY November 14, 2001

The customer complained they were being billed for local relay calls.

Category: Billing Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Investigated and found a problem with the customer's calling area due to an area code split. Requested credit for the local calls that were billed.

Contact Closed: November 19, 2001

TTY November 14, 2001

The customer complained she was being billed for local relay calls.

Category: Billing Rate

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Investigated and found a problem with the customer's calling area due to an area code split. Requested credit for the local calls that were billed.

Contact Closed: November 21, 2001

TTY November 20, 2001

The customer, a Hearing Carry Over user, complained the CA typed out a message to him.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: November 20, 2001

Voice November 28, 2001

The customer complained about the amount he/she was billed for 900 calls.

Category: Billing Rate

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Explained to the customer he would need to send a copy of his bill, so it could be investigated. Offered to set up a 900 block.

Contact Closed: November 29, 2001

Inquiries/Comments

Voice November 1, 2001

The customer wondered why she was billed for local relay calls.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Requested the customer send us a copy of the bill so we could investigate. To date, no information was sent by the customer.

Contact Closed: December 5, 2001

Voice November 2, 2001

The caller has a customer who has a problem with their telephone line being interrupted by a recorded TTY message.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and suggested checking to see if phone lines were crossed.

Contact Closed: November 2, 2001

Voice November 2, 2001

The caller had questions about relay.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: November 2, 2001

TTY November 5, 2001

The customer asked why they were billed for local relay calls.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Investigated and found a problem with the customer's calling area due to an area code split. Requested credit for the local calls that were billed.

Contact Closed: November 19, 2001

Voice November 5, 2001

The customer wondered why she received garbling during her relay call.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Attempted to fix the problem, but the TTY user hung up.

Contact Closed: November 5, 2001

Voice November 7, 2001

The customer asked how to reach the Michigan Relay Service.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred the customer to the Michigan Relay Service provider.

Contact Closed: November 7, 2001

Voice November 8, 2001

The customer wanted information on a person calling them through Virginia Relay.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained all call information is confidential.

Contact Closed: November 8, 2001

TTY November 9, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Set up the profile for the customer.

Contact Closed: November 13, 2001

TTY November 9, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: November 9, 2001

Voice November 16, 2001

The caller's brother was receiving garbling when using his TTY. He wondered what he could do to correct the problem.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Instructed the caller to check the wires on the TTY, and referred him to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: November 17, 2001

TTY November 16, 2001

The customer asked why she was having difficulty reaching relay via 711.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained there had been reports of problem with 711 service, and documented the information.

Contact Closed: November 16, 2001

Voice November 18, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: November 19, 2001

Voice November 19, 2001

The customer asked why the person who was going to help her set up a TTY did not show up.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Let the customer we had no information regarding this Referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: November 19, 2001

TTY November 20, 2001

The customer asked why he has difficulty using his PC on the same line as his TTY.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Attempted to assist the customer, and referred him to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: November 20, 2001

TTY November 20, 2001

The customer wanted to know who was calling them through the relay service.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained all calls through relay and confidential. Referred the customer to their local law enforcement agency for assistance.

Contact Closed: November 20, 2001

Voice November 24, 2001

The customer wondered why local relay calls are showing up on her phone bill.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Requested a copy of the customer's bill to investigate.

Contact Closed:

Voice November 27, 2001

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Briefly explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: November 27, 2001

Voice November 27, 2001

The caller visited the Relay Website and had additional questions about relay service.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Explained the Voice Carry Over feature, Relay Choice Profile, and TTY use.

Contact Closed: November 30, 2001

TTY November 29, 2001

The customer wanted to know why she is being billed for local relay calls.

Category: Billing/Rate

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Requested a copy of the customer's bill to investigate.

Contact Closed: